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NEACC PROCESS GUIDELINES

INTRODUCTION

NASA will retain authority for all Business Process Support (BPS) functions across all Lines of Business. These functions include: Business Process design, Business Process integration and optimization, concept development, implementation of NASA policy and regulatory decisions, customer relationship management with Agency stakeholders, process ownership, Internal Controls & Audit, acceptance testing, and expert application monitoring and configuration as specified within this document.

This document defines the process and integration points for Contractor interaction with the NASA BPS team in working all service request types. The Contractor shall obtain approval from the NASA BPS team for all instances noted in this document where approval is required.

The purpose of the defined approval and interaction points is to support the Government's Governance processes, as well as to include appropriate reviews by NASA business process and technical experts to ensure that core system design is not negatively impacted by any application changes.

The Government may periodically review and make changes to this document. The Government will provide the Contractor 30 day advance notice prior to revisions taking effect.

COLLABORATION GUIDELINES

In the area of Applications Maintenance, as described in PWS Section 3.1, the Contractor shall complete all incoming requests and operational tasks within the specified Service Level Agreement timeframes. Applications Maintenance service requests include the following types:

- Discrepancy/Break-Fix—request to investigate and correct an incident associated with previously working functionality, where the resolution does not result in a change to any configurable item
- Master Data—request for a master data record to be added or updated in an Enterprise System (e.g. adding a vendor record to SAP)
- Job Request—request to initiate batch or manually processed jobs to provide specified data output or business process functionality
- Change Request/Discrepancy—request to investigate and correct an incident associated with previously working or documented functionality, where the resolution results in one or more changes to a configurable item

Operational Support Tasks include:

- All tasks not related to one of the above service request types that are required to keep systems, applications, and platforms operational, to provide for continuity of business processes, and to support NEACC end-users.

The goal of the NASA Process Guidelines is to support a streamlined approach to Applications Maintenance activities that are performed by the Contractor. However, requests relating to certain application problem areas require collaboration between the Contractor and BPS personnel in order to achieve appropriate resolution. The guidelines for determining when collaboration with BPS is required are outlined in the table below.

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Request Type	Problem Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Discrepancy / Break Fix	Any area other than: • Change Status of Funds • User table updates • Off Hour Activities	No	Yes	No
Discrepancy / Break Fix	Change Status of Funds, User table updates, and off hour activities	Requires Agency Approval	Yes	N/A
Discrepancy / Break Fix	Analyze problems, run database queries, create and implement corrective actions to resolve discrepancies between applications.	No	Yes	No
Discrepancy / Break Fix	Analyze problems with interfaces, provide recommendations for interface corrections and implement those changes upon NASA approval	No	Yes	Yes
Discrepancy / Break Fix	Log service tickets with Software vendors and / or other external sources as necessary to research corrections to discrepancies and change requests	No	Yes	Yes
Discrepancy / Break Fix	Maintain NASA's configuration of: • SAP Materials Management module • SAP to NASA Supply Management System (NSMS) interface • PRISM software • Procurement capabilities on AquaLogic • Procurement reporting capabilities	No	Yes	Yes
Master Data	Any master data request other than: • Budget Structures • Derivation Rules	No	No	No
Master Data	Budget Structures and Derivation Rules	No	Yes	N/A
Job Request	Any Job Request	No	No	N/A
Operational Support Tasks	Any Operational Support Task	No	No	N/A

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Request Type	Problem Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Change Request / Discrepancy	Any area other than: • Validation Rule configuration • Substitution Rule configuration • Budgetary Ledger classification • Budget Control System configuration • New document type configuration • Special Purpose Ledger (SPL) Splitting logic configuration • Account determination • Account reconciliation • Financial Statement reporting or other Financial external reporting	No	Yes	Yes
Change Request / Discrepancy	• Validation Rule configuration • Substitution Rule configuration • Budgetary Ledger classification • Budget Control System configuration • New document type configuration • Special Purpose Ledger (SPL) Splitting logic configuration • Account determination • Account reconciliation • Financial Statement reporting or other Financial external reporting	BPS Retained	BPS Retained	BPS Retained

In the area of Applications Enhancement, as described in PWS Section 3.2, the Contractor shall complete incoming requests within defined service bands for each Line of Business. Applications Enhancement service requests include the following types:
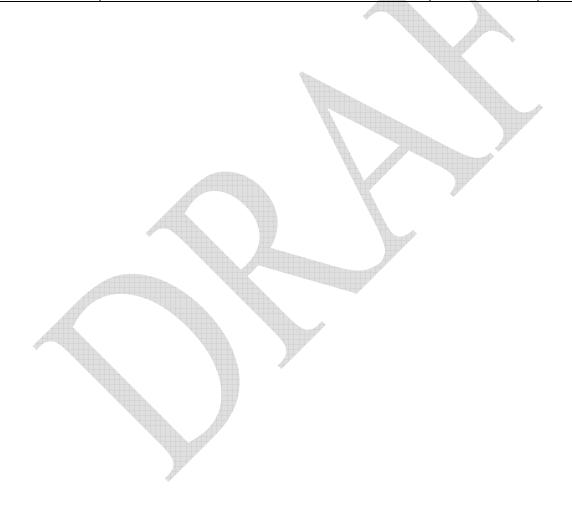
- Applications Enhancement Change Requests—NASA approved improvements to NEACC systems, applications, or platforms that result in changes to configurable items.

- Investigation Request—Feasibility study and/or technical assessment for an improvement that may result in an Applications Enhancement Change Request.

• Cross-Functional Improvement Request—Deliverable related to an improvement that does not result in a change to a configurable item, and that benefits multiple, or all, NEACC Lines of Business.

Note to prospective Offerors: Applications Enhancement work is managed by the NEACC Governance process as described in Attachment **L-B**, *Background and Historical, Section 1.2.1.2*. All such service requests are subject to Government review and prioritization before they are placed into the Contractor's active work queue. Therefore, the process for working Applications Enhancement service requests requires a high degree of collaboration between Contractor and BPS, as outlined in the table below.

Request Type	Problem Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Applications Enhancement Change Requests	Any area other than: • Validation Rule configuration • Substitution Rule configuration • Budgetary Ledger classification • Budget Control System configuration • New document type configuration • Special Purpose Ledger Splitting logic configuration • Account Determination • Fund • Application of Fund • General Ledger Accounts • Account Reconciliation • Financial Statement or other external report	No	Yes	Yes
Applications Enhancement Change Requests	• Validation Rule configuration • Substitution Rule configuration • Budgetary Ledger classification • Budget Control System configuration • New document type configuration • Special Purpose Ledger Splitting logic configuration • Account Determination • Fund • Application of Fund • General Ledger Accounts	BPS Retained	BPS Retained	BPS Retained

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Request Type	Problem Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
	• Account Reconciliation • Financial Statement or other external report			
Investigation Request	Any Area	Yes	Yes	N/A
Cross Functional Improvement Request	Any area	Yes	Yes	N/A

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Contractor Responsibilities

Triage

The Contractor shall perform triage on all incoming service requests which shall include:
- Classification of the service request to the correct Line of Business/Delivery Function
- Categorization of the service request to the correct type
- Ensuring that the service request is logged with correct severity level
    - Communication and escalation to NASA counterpart of severity level 1 and severity level 2 requests, according to the NEACC Management Escalation and Notification Procedure
    - Collaboration with NASA counterpart before changing severity level
- Initial diagnosis of the service request

Assessment

Does not require NASA approval

The Contractor shall perform the assessment which shall include:
- Apply functional and technical expertise to determine nature of the request / discrepancy
- Determine which Delivery Functions are required to complete the request
- Record on the service request the recommended action plan to resolve request
- Record on the service request the complexity of the work effort associated with completing the request, in accordance with Attachment **J-6**, *Application Point Requirements*

Does require NASA approval

The Contractor shall wait for the BPS team to assign the service request for assessment within the NEACC Tier 2 system.

BPS will either assign the service request to be assessed by the Government, or they will provide guidance and assign the service request to be assessed by the Contractor.

Once a request has been assigned to the Contractor, the Contractor shall:
- Apply functional and technical expertise to determine nature of the request / discrepancy
- Determine which Delivery Functions are required to complete the request
- Confirm necessary test scenarios and data conditions with BPS
- Record on the service request the recommended action plan to resolve request
- Record on the service request the complexity of the work effort associated with completing the request, in accordance with Attachment **J-6**, *Application Point Requirements*

Completion of Request

NASA review is not required prior to starting work

After assessment is completed, the Contractor shall proceed with completing the request according to the NASA Release Management process and Quality Assurance plan.

NASA review required prior to starting work

NASA will review the assessment and obtain appropriate approvals from Governance boards.   Once a request has the appropriate approvals, BPS will either assign the request to be completed by the Government, or they will assign the request to be completed by the Contractor according to the NASA Release Management process and Software Engineering Quality Plan.

Migration of Configurable Items to Production

The completion of some service request types results in the migration of code or other configurable items into Production systems.

NASA approval is not required

The Contractor shall proceed with migration to production in accordance with the NASA Release Management process and Software Engineering Quality plan.

NASA approval required

The Contractor shall provide evidence of successful test execution and supporting documents for BPS approval prior to migration to production in accordance with the NASA Release Management process and Software Engineering Quality Plan.

Special Provisions

Placing a Ticket on 'Hold'

The Contractor shall place a ticket on 'Hold' only when responsibility for the next step falls outside of NEACC (e.g., awaiting user response).

Verification of Release Content
NEACC Management retains the right to review and approve the planned test scenarios for any release. NEACC Management may require the Contractor to perform additional tests prior to release deployment.